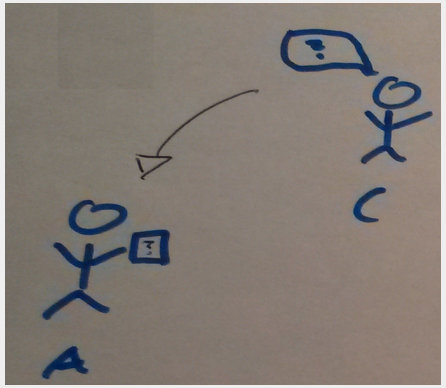
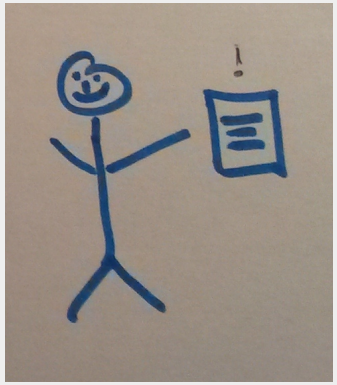
6. User Stories & Prototypes

Story Map

TOPLINE NARRATIVE	Andrew the Auditor (A) is in a conversation with the customer and he needs information about the auditing process. 	Andrew finds the information quickly in the AwesomeAudits App. 
PRIO 1 **EPIC: "I want to open our FAQ document so that I can give an instant answer to my customer."**	**Child story 1:** "I want to open FAQ via main menu so that I can open it quickly." **Test case 1a:** Make sure that the main menu contains an FAQ item. **Test case 1b:**	**Child story 2:** "I want to read the FAQ wihtin the app so that I can give an instant answer to my customer." **Test case 2a:** Make sure that the app provides the up-to-date FAQ document of the audit company. **Test case 2b:**

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	Make sure that the user can open the main menu with one tap.	Make sure that the app provides the FAQ document within the app, that means that it is not a PDF document or a link to a website.
PRIO 2 **EPIC: "I want to provide charts from our enterprise server so that I can present it to my customer in that moment."**	**Child story 1:** "I want to open audit charts via main menu so that I can open it quickly." **Test case 1a:** Make sure that the main menu contains an "Charts" item. **Test case 1b:** Make sure that the user can open the main menu with one tap.	**Child story 2:** "I want to show charts based on different input parameters so that I can respond to the individual situation of the customer." **Test case 2a:** Make sure that the app provides charts produced by the enterprise server. **Test case 2b:** Make sure that the app allowes the user the show charts dynamically based on different input parameters.
PRIO 3 **EPIC: "I want to find the reference document for technical unit X within the app so that I don't need them in paper form."**	**Child story 1:** "I want to find reference documents via unit number within the app so that I can access them easily." **Test case 1a:** Make sure that the app has a search interface reference documents via unit number. **Test case 1b:** Make sure that the search interface is easily accessible.	**Child story 2:** "I want to open reference documents within the app so I can read them in that moment." **Test case 2a:** Make sure that the app provides a build-in reader for reference documents. **Test case 2b:** Make sure that the app provides the up-to-date reference documents via enterprise server.

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PRIO 4 **EPIC: "I want to find information about workflow processes so that I don't need them in paper form."**	**Child story 1:** "I want to find workflow documents within the app so I can access them easily." **Test case 1a:** Make sure that the app has a search interface to find workflow documents. **Test case 1b:** Make sure that the search interface is easily accessible.	**Child story 2:** "I want to open workflow documents within the app so I can read them in that moment." **Test case 2a:** Make sure that the app provides a build-in reader for workflow documents. **Test case 2b:** Make sure that the app provides the up-to-date workflow documents via enterprise server.
PRIO 5 **EPIC: "I want to have an overview of all documents for an audit so that I can access them faster."**	**Child story 1:** "I want to have a list of all my audit projects so that I can organize my documents conforming the project." **Test case 1a:** Make sure that the main menu contains an item "Audit projects". **Test case 1b:** Make sure that the menu item "Audit projects" leads the user to a screen where all audit projects are listed and where the user can add new projects.	**Child story 2:** "I want to have a screen with all documents for an audit so that I can find them easily." **Test case 2a:** Make sure that an "Audit project" shows all documents relating to that project. **Test case 2b:** Make sure that the user can add documents to an "Audit project".

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EPIC 6 **“I want to have interative questionnaires within the app so that I don't need them in paper form.”**	**Child story 1:** “I want to find questionnaires for specific case within the app so that I can access them easily.” **Test case 1a:** Make sure that the app has a search interface to find questionnaires. **Test case 1b:** Make sure that the search interface is easily accessible.	**Child story 2:** “I want to go through interactive questionnaires with the customer so that I can get direct feedback on input data.” **Test case 2a:** Make sure that the app provides interactive quesitonnaires. **Test case 2b:** Make sure that the interative questionnaires give direct feedback on input data.
PRIO 7 **EPIC: “I want to send reports to my customer within the app so that I can save time.”**	**Child story 1:** “I want to create reports within the app so that I can give the customer easily status information about the ongoing audit.” **Test case 1a:** Make sure that the app provides the possibility to create reports. **Test case 1b:** Make sure that the user can choose which data will be shown in the reports.	**Child story 2:** “I want to send resports via email to my customer directly from the app, so that I instantly.” **Test case 2a:** Make sure that each document has a “mail-to” button. **Test case 2b:** Make sure that tapping the button will send an email with the corresponding report to the customer.

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PRIO 8 **EPIC: "I want to update contact details of customers within the app so that I can do that quickly."**	**Child story 1:** "I want open contact details of customers within the app so that I can access them easily." **Test case 1a:** Make sure that the app provides a "customer profile" item in the main menu. **Test case 1b:** Make sure that the "customer profile" contains all important customer data including contact details.	**Child story 2:** "I want to change contact details of customers within the app, so that I am always up-to-date." **Test case 2a:** Make sure that it is possible to change contact details within the app. **Test case 2b:** Make sure that the changed contact details wil be saved an send to the enterprise server.
PRIO 9 **EPIC: "I want to bookmark documents within the app so that I can find them easily."**	**Child story 1:** "I want bookmark documents within the app so that I can compile a list of documents for a specific task." **Test case 1a:** Make sure that the app provides the possibility to bookmark documents. **Test case 1b:** Make sure that each document has a bookmark button.	**Child story 2:** "I want to see all my bookmarks grouped by folders so that I can organize them with ease." **Test case 2a:** Make sure that the user can open bookmark lists. **Test case 2b:** Make sure that the user can organize bookmarks via folders.

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PRIO 10 **EPIC: "I want to identify technical units via barcode so that I can find corresponding documents quickly."**	**Child story 1:** "I want to have a barcode scanner within my app so that I can get the ID-number of technical units easily." **Test case 1a:** Make sure that the app provides a barcode scanner. **Test case 1b:** Make sure that the scanner recognizes ID-numbers of technical units.	**Child story 2:** "I want a list of all documents for a specific technical unit so that I can find a necessary document easily." **Test case 2a:** Make sure that the barcode scanner opens a list of all documents for a recognizes ID-number. **Test case 2b:** Make sure that the list is always up-to-date.

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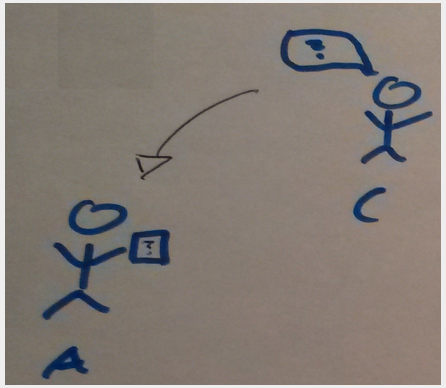
Prototypes

a) Target user story

TOPLINE NARRATIVE	Andrew the Auditor (A) is in a conversation with the customer and he needs information about the auditing process. 	Andrew finds the information quickly in the AwesomeAudits App.
EPIC: "I want to have an overview of all documents for an audit so that I can access them faster."	**Child story 1:** "I want to have a list of all my audit projects so that I can organize my documents conforming the project." **Test case 1a:** Make sure that the main menu contains an item "Audit projects". **Test case 1b:** Make sure that the menu item "Audit projects" leads the user to a screen where all audit projects are listed and where the user can add new projects.	**Child story 2:** "I want to have a screen with all documents for an audit so that I can find them easily." **Test case 2a:** Make sure that an "Audit project" shows all documents relating to that project. **Test case 2b:** Make sure that the user can add documents to an "Audit project".

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b) Concepts

Concept A	Documents are presented as a list.
Concept B	Documents are presented as a grid.

c) Interactive prototype for concept A

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d) Usability Test Plan

Quality Certifications / AwesomeAudits - Exploratory Suite I

Objectives & Methods

This test suite is exploratory. We want to learn more about the customer problem scenario.

Product Version

0.1

Subjects

Andrew the Auditor

Screening Question

How many technical audits have you completed in the last three months?

Research Composition

#	Item	Duration (min.)	Notes
1	Intro. & Explanation	5	Here we will explain the objectives of the test and the parameters of their participation. We'll also obtain the designated release & consent form.
2	Discovery Questions	20	Using the interview guide, we'll spend a few minutes to discovery to improve our personas, problem scenarios and user stories.
3	Test Tasks	15	We'll introduce the test scenario and then ask them to complete the Test Items.
4	Post-Test Debrief	5	Make sure we ask if it is OK to follow-up with additional questions.

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Pre-Session Checklist

#	Item	Notes
1	Make sure have written versions of discovery and test questions to refer to	
2	Make sure test instance is up and functional	- log in - make sure app is on starting page
3	Make sure recording equipment is up and functional	

Session Design

Intro

Thanks for making time to take part in our study. My name's [name] and this is [observer]. [Explain participation and deal with consent form/obtain written consent]. We'll be using a test guide through the rest of this, so I hope you won't mind me referring to that.

We're here to learn about an early version of AwesomeAudits, an enterprise app solution that improves the certification process for both auditors and customers.

I'm going to ask you some questions and give you some tasks. Feel free to think out loud if you're comfortable with that. We're not here to test you and there are no wrong answers. Our results just help us better understand our product and its audience.

The session will take roughly 15 minutes.

Do you have any questions before we start?

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Test Items

#	Research Objective	Est. v. Actual (min.)	Notes
1	Exploratory Intro	5	MODERATOR GUIDE Let's say your job is to create an audit project within the app and add documents to that audit project. OUTPUT Validation that the subject understands their goal.
2	Add new project	3	MODERATOR GUIDE Let's say you want to create a new project. What would you do? OUTPUT Assessment of new project creation.
3	Add new document	3	MODERATOR GUIDE Let's say you want to create a new document. What would you do? OUTPUT Assessment of new document creation.

NOTES ON TAKEAWAYS

Personas & Problem Scenarios	Persona and problem scenario are applicable.
UI and User Stories	UI and user stories work well.

Post-Test Debrief

- Thanks so much. We'll be using this to make the product and solution stuff like documentation better.
- Would you mind if we send you follow-up questions?

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